

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION	
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Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST	2. AGENCY	3a. POSITION NO.
U.S. Embassy Kampala	State	100365

3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☐ Yes ☐ No

4. REASON FOR SUBMISSION

<input type="checkbox"/> a. Reclassification of duties:				
Position No.	100365	(Title)	Series)	Grade)

☐ b. New Position

☐ c. Expanded responsibilities _____

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
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a. Post Classification Authority:	Control: <input type="checkbox"/> Audit: <input type="checkbox"/> Review: <input type="checkbox"/> Approval: <input type="checkbox"/>	EOP: <input type="checkbox"/>	AEP: <input type="checkbox"/>	10/25/2024
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a. Post Classification Authority	Special Consular Services Assistant, 1420	FSN-08	AFRCC	12/27/2021
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			: MHB
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1. Other				
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AF Regional					
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Classification Center				
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c. Proposed by Initiating Office	Consular Assistant (American Citizens)	08		
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Consular Assistant (American Citizens	06			
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	Services)			
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6. POST TITLE POSITION (if different from official title)	7. NAME OF EMPLOYEE
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6. POST TITLE POSITION (if different from official title) Consular or ACS Assistant	7. NAME OF EMPLOYEE Vacant
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Consular or ACS Assistant	Vacant

8. OFFICE/SECTION	a. First Subdivision
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Consular	
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<p> QUESTION 1. What is the purpose of the study? 2. What are the research objectives? 3. What is the research methodology? 4. What are the results of the study? 5. What are the conclusions of the study? </p>	<p> ANSWER 1. The purpose of the study is to investigate the effect of the independent variable on the dependent variable. 2. The research objectives are to determine the relationship between the independent variable and the dependent variable, and to identify the factors that influence the dependent variable. 3. The research methodology is a quantitative approach, using a survey of a representative sample of the population. 4. The results of the study show that there is a positive relationship between the independent variable and the dependent variable, and that the effect is significant. 5. The conclusions of the study are that the independent variable has a positive effect on the dependent variable, and that the effect is significant. </p>
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b. Second Subdivision	c. Third Subdivision
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9. This is a complete and accurate description of the duties and 10. This is a complete and accurate description of the duties and

responsibilities of my position.	responsibilities of this position.
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Typed Name and Signature of Employee	Date(mm-dd-yy)	Typed Name and Signature of Supervisor	Date(mm-dd-yy)

11. This is a complete and accurate description of the duties and 12. I have satisfied myself that this is an accurate description of this

responsibilities of this position. There is a valid management need for this position, and I certify that it has been classified in accordance with the provisions of the 2011 Classification Study.

for this position.	with appropriate 3 FAH-2 standards.
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Vacant	
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Typed Name and Signature of Section Chief or Agency Head _____ Date(mm-dd-yy) _____

_____ Data (mm/dd/yyyy) _____ Data (mm/dd/yyyy)

13. BASIC FUNCTION OF POSITION

101 EXERCISE FUNCTION OF T. COCCINEA

Under the supervision of the Consular Chief, performs full range of passport, citizenship, and Special Citizen Services

(including welfare/whereabouts, death, repatriation, and arrests) in the American Citizen Services Unit. The incumbent interviews passport and citizenship applicants, provides notarial services, reviews passport applications for completeness and accuracy, and performs relevant data entry and other electronic processing of passport applications. Responds to

public inquiries related to passports and citizenship. S/he works with the Consular Chief on crisis preparedness and response.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

Passport and Citizenship Services

50%

The incumbent manages the provision of passport and citizenship services. S/he ensures the requisite applications are complete and that necessary supporting documents and evidence is submitted in strict accordance with Chapter 7 of the Foreign Affairs Manual (FAM), the Code of Federal Regulations (CFR), and the Immigration and Nationality Act (INA). S/he processes cases to the point of final review and adjudication by a Consular Officer.

The incumbent understands the complex nature of the Immigration and Nationality Act (INA), the Foreign Affairs Manual, and all other laws, regulations, and legal precedents regarding citizenship cases and procedures. S/he is aware of post-specific policies and keeps abreast of ongoing changes to citizenship laws, passport procedures, and evolving guidance from the Bureau of Consular Affairs (CA) and the Department of Homeland Security (DHS). S/he advises and consults with the Consular Chief on any changes to current practice and adjusts the unit's work and procedures accordingly. The incumbent provides continuity, advice, and guidance to Consular Officers, and recommends further investigation if deemed appropriate. S/he prepares emergency passports for signature by a consular officer, maintains passport and reports of birth records, and prepares and sends citizenship applications for filing to Department of State U.S. offices.

Special Consular Services

20%

S/he provides assistance to U.S. citizens in distress. This includes, but is not limited to, assisting victims of crime, participating in welfare and whereabouts visits, and supporting hospital and prison visits. The incumbent liaises with local hospitals, hotels, guest houses, restaurants, travel agencies, airlines, and other local contacts to provide assistance. S/he is an integral part of Post's crisis management team and is responsible for acquiring and maintaining proficiency in the crisis management software and actively participating in crisis management training exercises.

The ACS assistant advises the consular officers about the disposition of unusual U.S. citizen problems, situations, regulations and local practice, and useful official contacts and advises family members of recently deceased citizens of the local laws and procedures for disposition of the deceased remains. S/he coordinates between family members of the deceased, the mortuary and police officials, protects the deceased's effects for family disposition, and prepares the report of death abroad for officer approval. The incumbent prepares loan agreements for client, and liaises with involved hotels, health centers and police. S/he tracks disposition of arrested citizen's legal case, schedules, organizes and participates in visits to prison and court, and corresponds with family and lawyer on status of case and prisoner. With minimal supervision, the incumbent maintains records and reports findings on the full range of special consular services cases directly by email, telephone, and/or cable approved by the consular chief to concerned relatives, neighboring posts, and the State Department. The incumbent provides notarial services in accordance with applicable U.S. and local laws and regulations.

Communication

20%

The incumbent serves as the main point of contact for all U.S. citizen customers, providing excellent customer service and positively representing the U.S. government. S/he drafts templates and responds to inquiries regarding U.S. nationality issues and policies. S/he drafts individual responses to the full range of public and Congressional inquiries regarding passports and citizenship as well as special consular services. The incumbent is responsible for the maintenance of Post's warden notification system and for the upkeep and distribution of sensitive and security-related information to U.S. citizens in our consular district. S/he plans, coordinates and conducts outreach activities.

Administrative Consular Duties:

10%

- Federal Benefits: Prepares federal benefit checks for delivery. Handles other federal benefits duties assigned by the Federal Benefits Unit in London as necessary.
- Provides information on voting to U.S. citizens
- Maintains workload statistics as a tool to measure productivity and efficiency.

- Organizes ACS workplace, checks office equipment and sorts documents, updates all written information, and creates new ACS forms as needed.
- Assists with maintaining the ACS filing system and files.
- Performs other consular related duties and tasks as assigned including assistance to the other Consular Units – the Immigrant Visa (IV) unit, Non-Immigrant Visa (NIV) unit, and Fraud Prevention Unit (FPU).

Note: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

Completion of Two years of college or university studies is required.

b. Prior Work Experience:

At least three years of progressively responsible experience in work involving the application of relatively complex regulatory material along with extensive public contact.

c. Post Entry Training:

PC103 Citizenship and Passport Services for Locally Employed Staff (online); PC104 Special Consular Services for Locally Employed Staff (online); PC441 Passport Data Security Awareness (online); PA459 Protecting Personally Identifiable Information (online); working knowledge of U.S. immigration law, Department of State regulations, and operation of consular automated systems.

d. Language Proficiency: *(List both English and host country language(s) proficiency requirements by level and specialization)*

Level IV (fluent) spoken and written English ability and level II spoken ability of at least one local language is required. Local languages include either Luganda, Swahili, Acholi, or Dinka.

e. Job Knowledge:

Thorough knowledge of applicable U.S. laws, regulations, department instructions, local laws and practices, and information sources is required. Must have good knowledge of the local, regional and national political, economic, social, cultural, and security environment.

f. Skills and Abilities:

Possession of excellent judgment, decisiveness, honesty, flexibility, and persistence is required. The ability to act independently and exercise sound judgment at all times is required. Initiative, common sense, and tact are required to meet unexpected and unique situations. Discretion is required to uphold privacy rights of U.S. citizen customers. The ability to maintain working relationships with local officials; this includes representing the U.S. Embassy with high-level contacts is required. Strong interpersonal and communication skills is required. The incumbent is required to be resourceful and know how to solve, independently, many complex problems involving several different entities simultaneously. The ability to work professionally and productively with contacts and customers from all backgrounds, upholding the Department's Diversity, Equity, and Inclusion principles is required. The job holder is required to be efficient, organized and pay close attention to detail with all aspects to assigned work. Strong computer and

key board skills is required. Must be proficient in Microsoft Suite Applications (Word, Excel, Outlook, Internet) and must be able to use ACS applications.

16. POSITION ELEMENTS

a. Supervision Received:

Supervision from the Consular Chief.

b. Supervision Exercised:

No formal supervision. May provide guidance and oversight to the (07) EFM supporting the ACS unit, as well as to 2 to 3 locally employed staff colleagues (FSN 07s) who perform part-time and/or back-up support to the ACS unit.

c. Available Guidelines:

Foreign Affairs Manual, Foreign Affairs Handbook, U.S. Department of State intranet, post SOPs.

d. Exercise of Judgment:

Considerable judgement exercised to assist U.S. citizens in distress. Work requires application of laws and policies but is also dependent on the exercise of common sense and practical flexibility. Extensive public contact, often under time-sensitive and emotional conditions, requires tact and diplomacy.

e. Authority to Make Commitments: N/A

f. Nature, Level, and Purpose of Contacts:

Working level contact with officials in a variety of U.S. and Ugandan offices, including the Foreign Affairs Office, local and Federal police, prosecutors' offices, Immigration offices, airlines, hospitals, U.S. citizen community, Social Security Administration, USCIS, etc to facilitate the protection and delivery of services to U.S. citizens. Maintains and develops working level contacts within the Mission, at the Department (particularly with CA Office of Overseas Citizen Services), and with other federal agencies regarding benefits and eligibility of services.

g. Time Expected to Reach Full Performance Level:

6 months